

Global

Based on Survey of Patients' Hospital Experiences (HCAHPS) – National Average

HCAHPS Question

How often was the area around patients' rooms kept quiet at night?

How often did doctors communicate well with patients?

How often did doctors communicate well with patients?

How often did doctors communicate well with patients?

Would patients recommend the hospital to friends and family?

Were patients given information about what to do during their recovery at home?

How often did nurses communicate well with patients?

How often did nurses communicate well with patients?

How often did nurses communicate well with patients?

How often was patients' pain well controlled?

How often was patients' pain well controlled?

How often was patients' pain well controlled?

How often did patients receive help quickly from hospital staff?

How often did patients receive help quickly from hospital staff?

How often did patients receive help quickly from hospital staff?

How do patients rate the hospital overall?

How do patients rate the hospital overall?

How do patients rate the hospital overall?

How often were the patients' rooms and bathrooms kept clean?

How often were the patients' rooms and bathrooms kept clean?

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HCAHPS Answer Description

Always quiet at night

Doctors always communicated well

Doctors sometimes or never communicated well

Doctors usually communicated well

NO, patients would not recommend the hospital (they probably would not or definitely would not recommend it)

No, staff did not give patients this information

Nurses always communicated well

Nurses sometimes or never communicated well

Nurses usually communicated well

Pain was always well controlled

Pain was sometimes or never well controlled

Pain was usually well controlled

Patients always received help as soon as they wanted

Patients sometimes or never received help as soon as they wanted

Patients usually received help as soon as they wanted

Patients who gave a rating of 6 or lower (low)

Patients who gave a rating of 7 or 8 (medium)

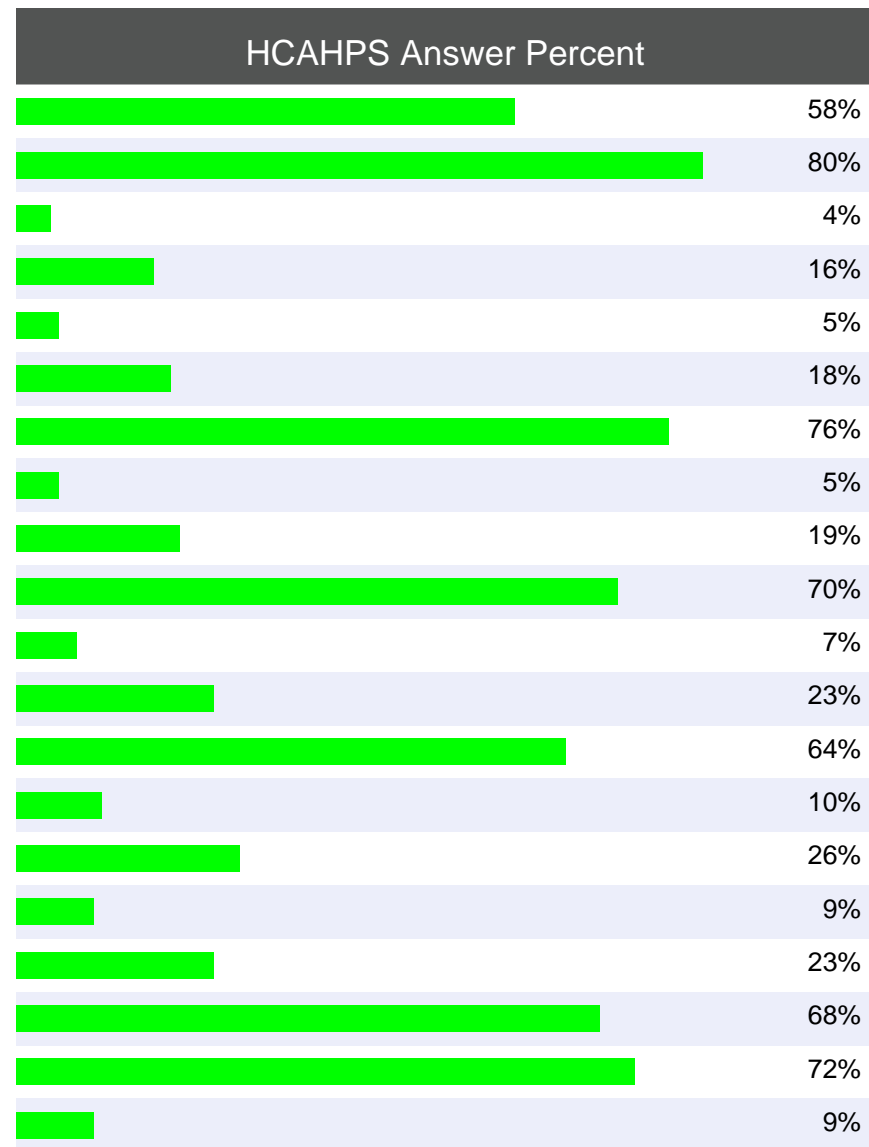
Patients who gave a rating of 9 or 10 (high)

Room was always clean

Room was sometimes or never clean

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How often were the patients' rooms and bathrooms kept clean?

How often was the area around patients' rooms kept quiet at night?

How often did staff explain about medicines before giving them to patients?

How often did staff explain about medicines before giving them to patients?

How often did staff explain about medicines before giving them to patients?

How often was the area around patients' rooms kept quiet at night?

Would patients recommend the hospital to friends and family?

Would patients recommend the hospital to friends and family?

Were patients given information about what to do during their recovery at home?

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Room was usually clean

Sometimes or never quiet at night

Staff always explained

Staff sometimes or never explained

Staff usually explained

Usually quiet at night

YES, patients would definitely recommend the hospital

YES, patients would probably recommend the hospital

Yes, staff did give patients this information

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